



# An important message regarding Humana's COVID-19 response: ADMINISTRATIVE UPDATE Jan. 5, 2022

Given the recent rise of COVID-19 infection rates in Arkansas, we must continue to remain vigilant and take necessary precautions for the safety of our community.

In response, Humana is **suspending authorization requirements for skilled nursing facilities (SNFs) for Medicare Advantage and commercial fully insured members discharging from hospitals in the state of Arkansas through Jan. 16, 2022. NaviHealth will continue to work with SNF facility-based teams on concurrent review for length of stay and appropriate level of care, including discharge planning.**

Please provide notification of admission within 24 hours to allow us to track our members' progress and provide assistance with discharge planning. You will receive an approval when you submit the notification. This suspension applies to participating/in-network providers only.

### Important details:

- Authorization suspension, as outlined herein, will continue through Jan. 16, 2022.
- This suspension applies to participating/in-network providers only.
- Please provide notification of admission within 24 hours to allow us to track our members' progress. You will receive an approval when you submit the notification.
- No other services requiring prior authorization are included in this suspension.

We are here to support you as you care for your Humana-covered patients. Humana leaders will continue to monitor service volumes as well as the progression of the COVID-19 curve and recovery. We will update you on policies and processes that affect your practices and organizations as this crisis evolves.

If you have any questions about these new procedures, please contact your Humana representative.